



SCHEDULING OF IN-OFFICE APPOINTMENTS

Key Recommendations

- Schedule At-Risk and Vulnerable Patients on specific days ONLY
- Schedule Healthy Patients on other days
- Recommend televisit appointments for sick visits if available and appropriate

According to the Centers for Disease Control and Prevention, [social distancing](#) means:

- Avoiding mass gatherings
- Maintaining distance of approximately 6 feet (2 meters) from others when possible
- Ensuring everyone wears a facemask

Registration

Patient Calls in for Appointment

- A. Reception screens patient on the phone using the [pre-visit screening template](#)
- B. Schedule In-Office visits for different groups:
 - At-risk and vulnerable patients on certain scheduled days
 - Healthy patients scheduled on alternate days
 - LIMIT non-patient visitors to only those who are necessary to accompany the patient
- C. Schedule telehealth and non-office based care for other patients including follow-ups and patients uncomfortable with office visits

Check-In

- A. Practice remote check-in and limited front desk contact
- B. Consider using a triage zone outside of office or main area
- C. Utilize a barrier at the front desk
- D. Design your office to accommodate patients who come in specifically for COVID-19 testing and triage, separate patients who arrive for non-COVID-19 related and elective procedures
 - Ensure patients and staff do not cross between COVID and Non-COVID areas
 - Set aside specific areas for patients who come in for testing to wait and be triaged
- E. Staff who are in direct contact with patients should wear PPE
- F. Other staff who are not in direct contact with patients should wear face masks ([CDC](#))
- G. Perform hand washing before and after contact

Check-Out

- A. Practice remote check-out and limited front desk contact
- B. Utilize a barrier at the front desk
- C. If patient is paying for co-pays, etc, set up credit card reader outside of the barrier

Resources

- Guidance for cleaning and disinfecting ([CDC](#))
- Optimize supply PPE ([CDC](#))
- Stop the spread of germs flyer for patient waiting rooms ([CDC](#))

For more information, please visit:

The Maryland Primary Care Program homepage at:
<https://health.maryland.gov/mdpcp/Pages/home.aspx>